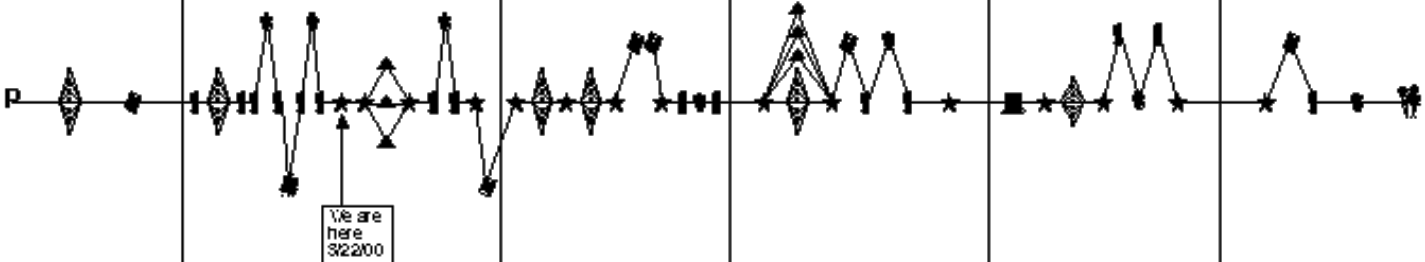












### Puerto Rico Partnership Sub-Team

	Time frame							
Issue	Phase	Needs Assessment	Process Design	Data Collection	Solution	Implementation	Evaluation	The Goal
The SFA Customer Service Taskforce Report highlighted Puerto Rico as a designated focus area for Student Aid Awareness								<ul style="list-style-type: none"> <li>•An action plan developed to build on those items regarding Puerto Rico in the OSFA Reinventing Service Report that are in alignment with the modernization effort by 9/2000.</li> <li>•Agreement by 9/2000 on at least three Student Aid topics, based on Puerto Rico education needs, to be translated for the award year 2001-2002.</li> <li>•All current SFA spanish publications are accessible by SFA website by 9/2000</li> </ul>
<b>Key Stakeholders</b> <ul style="list-style-type: none"> <li>•Puerto Rico community</li> <li>•Cha. Guzman</li> <li>•Greg Woods</li> <li>•Jeanne YanYlandren</li> <li>•Great Lakes</li> <li>•OIIA (White House Initiative on Hispanic Excellence)</li> </ul>	<b>Deliverables</b>		<ul style="list-style-type: none"> <li>Understanding of and agreement on charter, including- team member roles</li> <li>goals</li> <li>key stakeholders - interest/needs</li> <li>process road map / work plan</li> </ul>	<ul style="list-style-type: none"> <li>•Summary of relevant focus group data.</li> <li>•A list of all current SFA spanish publications that are not accessible through SFA website.</li> <li>•Summary of needs assessment report authored by Pat Dom.</li> <li>•Summary of expectations with respect to Puerto Rico from "Reinventing Service Report."</li> </ul>	<ul style="list-style-type: none"> <li>•Agreement on three topics targeted for translation with action plan.</li> <li>•An action plan for making current spanish publication(s) available through the web.</li> <li>•An action plan for other items regarding Puerto Rico from the Reinventing Service Report for moving forward after 9/2000.</li> </ul>	<ul style="list-style-type: none"> <li>•Action plans for three translations disseminated in Spanish and English.</li> <li>•SFA Spanish publication on the web.</li> <li>•Feedback on action plan regarding reinventing service report.</li> </ul>	<ul style="list-style-type: none"> <li>•Lessons learned report</li> <li>•Next steps</li> </ul>	
<b>Key of Symbols</b>		 Sponsor SAAIPT - Jeanne Yan Ylandren  Puerto Rico Partnership Sub-Team  Key stakeholder	 SAAIPT - Leadership Team  Advisors  Communication report	 Technical Experts  Training  Pat Dom	 Celebration / Closing team			